

Sketches

AN AWARD-WINNING NEWSLETTER PUBLISHED BY THE HARRISBURG CHAPTER

www.iaap-harrisburg-pa.org



International Association of
Administrative Professionals®

Deb Feinberg CAP, Editor

September 2009

President's Message

It's that time of year again - fall is here - the evenings are getting cooler, the leaves are already beginning to change colors and we are starting a new chapter year! I am honored to serve as your President this year and look forward to working with all of you.



One of our main focuses this year is to provide as many educational programs as we can that will help us during this year of **Power of Commitment**; programs that will be **Making a Difference** in both our professional and personal lives. We are starting off on the right track in September with "Surfing the Harrisburg Chapter Web Community," an informative look on how to efficiently maneuver through the world of the IAAP website, presented by Chapter Member and web guru, Jodi Matttern CPS. This program will enlighten us to use the tools we are given in order to achieve excellence.

In October, we honor our executives during the 60th Annual Executive Night! This year's event will be held on Monday, October 19th at the Spring Garden Inn in Middletown, PA. This event gives us the opportunity to thank our executives for their support, their motivation and for their encouragement to grow and develop professionally. The committee is working very hard to ensure a wonderful evening is had by all. I hope to see you there and meet many of your executives, so please invite them to attend!

Let's make this the year that each of you will be "Making a Difference!"

Annette Newcomb CPS
President

2009-2010 Officers

President

Annette Newcomb CPS

President-Elect

Deb Feinberg CAP

Vice President

Jena Creter CAP

Secretary

Diane Kunkle CPS/CAP

Treasurer

Gloria Gordon CAP

Inside This Issue

Important Dates	2
Anniversaries & Birthdays	2
International News	3 & 4
Pennsylvania Division News	5
Northeast District Scoreboard	5
Harrisburg Chapter News	6
Member Information	7 & 8
Harrisburg Chapter Contacts	8
EFAM Delegate's Report	9-12
EFAM Alternate's Report	13-15
Executive Night Registration Form	16
Southcentral Council Meeting Registration Form	17

POWER
of
Commitment
Harrisburg Chapter
Making a Difference!

Important Dates

September 2009

- 14 Board Meeting
- 17 CPS/CAP Classes Begin
- 21 Harrisburg Chapter Membership Meeting

October 2009

- 3-4 Northeast District Division Presidents' Education & Leadership Workshop
- 12 Board Meeting
- 18-21 International Certification Conference
- 19 Executive Night Celebration
- 24 Southcentral Council Meeting

November 2009

- 9 Board Meeting
- 16 Harrisburg Chapter Membership Meeting

December 2009

- 14 Board Meeting
- 21 Harrisburg Chapter Membership Meeting

January 2010

- 11 Board Meeting
- 18 Harrisburg Chapter Membership Meeting

February 2010

- 8 Board Meeting
- 15 Harrisburg Chapter Membership Meeting
- 15 CPS/CAP Exam Registration Deadline

March 2010

- 8 Board Meeting
- 8-10 Professional Education Conference
- 15 Harrisburg Chapter Membership Meeting

April 2010

- 12 Board Meeting
- 21 Administrative Professionals Day
- 21 Harrisburg Chapter Membership Meeting

May 2010

- 7-8 CPS/CAP Exams
- 10 Board Meeting
- 14-16 2010 PA Division Annual Meeting
- 17 Harrisburg Chapter Membership Meeting

June 2010

- 14 Board Meeting
- 21 Harrisburg Chapter Membership Meeting

July 2010

- 12 Organizational Board Meeting
- 18-21 International Education Forum & Annual Meeting



Anniversaries & Birthdays

Anniversaries

October Anniversaries	Carm Ulrich40 years
	Dawn Hall CAP15 years
	Colette Walacavage CPS/CAP14 years
	Jessie Grove CPS/CAP14 years
	Sheryl Cyphert7 years
	Deb Feinberg CAP5 years
	Candace White3 years
	Kelly Ferrara CAP1 year
	R. Lynn Ingram1 year

Birthdays

October Birthdays	1.....Karen McAuliffe
	3.....Deb Feinberg CAP
	5.....Amy K. Lizza
	7.....Jessie Grove CPS/CAP
	9.....Lou Ann Pelletier CPS/CAP
	10.....Traci Fulton CPS
	20.....Kelly Ferrara CAP
	24Holly (Bowers) Hayes



International News



Susan Shamali CPS/CAP
Power of Commitment
2009-2010 International President
International Association of Administrative Professionals®

While EFAM may be just a memory for many of you, it continues to be more than that at my house. I am still receiving cards and emails letting me know how much they enjoyed the introduction made by my husband and daughters.

I should be used to this by now but, here I am International President and still being upstaged by the antics of my family! Thanks to you all, they are already asking about stage time in Boston. In fact, they asked who would be introducing Mary Ramsay-Drow CPS/CAP!

We accomplished much while in Minneapolis, but the one item that I'm still getting pointed remarks about is our financial status and why are we still having issues when the dues increased passed. Plain and simple, the dues increase does not take effect until January 1, 2010. Even then, the full impact of that increase will not show up on our books until the fiscal year beginning July 1, 2011. This means we continue to be in a financially precarious position and must continue to reduce all expenses not directly related to products and services. And, yes, that means readdressing how we continue with our awards programs. The new Membership Growth Awards program will be communicated this week to all division and chapter presidents and president-elects. We've established a program that won't change from year to year, which will enable chapters and divisions to incorporate it into their long-term strategic planning program. Questions may be addressed to the membership department at <mailto:membership@iaap-hq.org>.

I had the good fortune to meet Alice Alfredson, Hononegah Chapter President, while in Minneapolis on one of many escalator rides between floors. What I remember most about Alice was her determination to revive the chapter, her matter-of-fact assessment of the current membership status of the chapter, and her resolve to reinvent the Hononegah Chapter during this **Power of Commitment** year. While this isn't her first term as chapter president, Alice is steadfast in her resolve to keep the chapter operational (like many other chapters, the Hononegah Chapter has recycled its committed and passionate members to serve again). If you would take a minute and add Alice to your web community contact list, she would love to hear from you about your chapter's best practices.

By the way . . . did I mention that she's 86 years old and has been a member for 42 years? The success of IAAP will be built by members helping members, chapters helping chapters and divisions helping divisions. This is where it starts. So take a moment out of your day today to help Alice and the Hononegah Chapter succeed!

Changes to the Award for Excellence are coming!! Changes that will provide IAAP the opportunity to highlight those companies or organizations selected for the award to a broader audience. Submissions are now due **December 10, 2009**. Announcement of the winners will be part of the APW publicity! Follow [this link](#) to further details on this exciting change.

The Trust (Retirement Trust Foundation) has been busy this past year implementing the 7 Measures principles to how it conducts business. As a result, there has been a shift in the focus of The Trust, as well as the creation of a new mission statement. Chairman Kathy Hampton CPS/CAP provides us with an update of the goings on of The Trust [here](#).

Mark your calendars for some upcoming important dates!

Power of Commitment – Leadership Challenge

Please take note of the following list of leadership call-to-action items and the dates these communications will be sent via e-mail.

October 1, 2009: Call for Nominations for International Office and RTF Trustees. Instructions on the nomination process as well as the application forms will be sent to all Division and Chapter Officers and Affiliate Presidents by Kathy O'Connor CAP, Chairman of the International Committee on Nominations.

October 15, 2009: Procedures for Submitting Bylaws and Standing Rules Amendments. This item will include instructions for submitting proposed amendments to the International Bylaws and Standing Rules to be considered at the Boston Annual Meeting in July, 2010. This communication will be sent to all IAAP members by Dortha Gray CPS, Chairman of the International Bylaws & Standing Rules Committee.

November 1, 2009: Request for Committee Volunteers for the 2010-2011 IAAP Year. This item will include the necessary forms to apply for positions on the International Committee on Nominations and International Bylaws and Standing Rules Committee for IAAP; and for the Retirement Trust Foundation Committee. This communication will be sent to all IAAP members by President-Elect Mary Ramsay Drow CPS/CAP.

Detailed information on the above will be provided in future communications accompanying the individual forms.

Brooke Astor, an American philanthropist, said, "Power is the ability to do good things for others." By committing the power of your talents to IAAP related activities, you will do good things for every member of the association!

International News III

Ever wondered what the International Board and RTF Trustees looked like? Well, here they are:



The 2009-2010 international board was installed on Monday, July 27. Front row left to right: Treasurer Karlena Rannals CPS/CAP, Vice President Tamra Goodall CPS/CAP, President Susan Shamali CPS/CAP, President Elect Mary Ramsay-Drow CPS/CAP, Secretary Janine Riemersma CPS/CAP. Second row left to right: Northeast District Director Judith Yannarelli CPS/CAP, Affiliate Representative Jennifer Hinkson CMP, Northwest District Director Valerie King CPS/CAP, Great Lakes District Director Wendy Melby CPS/CAP, Southeast District Director Virginia Boyd CPS/CAP, Canada District Director Sharron Buttler CPS/CAP, Southwest District Director Antoinette Smith CPS/CAP.

The 2009-2010 RTF trustees were installed on Tuesday, July 27. From left first row: IAAP International Treasurer Karlena Rannals CPS/CAP, Chairman Kathyne Hampton CPS/CAP, IAAP International President Susan Shamali CPS/CAP. Second row from left: RTFC Liaison Kelly A. Reggio CAP, RTFC Liaison Lynda Boulay CPS/CAP and Secretary Patricia D. Row CPS/CAP



PENNSYLVANIA DIVISION NEWS

Northeast District Division Presidents Education & Leadership Workshop October 3-4, 2009

The Northeast District Division Presidents are hosting an Education and Leadership Workshop on October 3-4, 2009 at the MassMutual Learning and Conference Center in Chicopee, Massachusetts. [Click here](#) for the registration form for this event.

Southcentral Council Meeting October 24, 2009

This year's Southcentral Council Meeting is being hosted by the Harrisburg Chapter and [Deb Feinberg CAP](#) is Chair of the Host Committee. If you would like to assist Deb in planning for the meeting, please contact her. She can use some assistance and fresh ideas. The meeting will be held on Saturday, October 24, 2009 beginning at 8:30 a.m. at the 4 Points by Sheraton, 800 East Park Drive, Harrisburg. Registration form is attached on Page 17.

2010 Pennsylvania Division Annual Meeting May 14-16, 2010

I know you are all as excited as I am about the upcoming 2010 PA Division Annual Meeting being held at the Wyndham Gettysburg. It is not too late to lend your support – sign up to help on a committee – trust me when I say there is plenty of work to do so the more the merrier. Contact Harrisburg Chapter Coordinator [Maggie Ruff CPS](#) for more information. Don't be left out – it is going to be a great time to *“Make History with IAAP – Your Gateway to Success.”*

Since June 2008, Membership and Scoreboard Reports from International have been unavailable. Therefore, no Northeast District Scoreboard information has been reported to you in previous editions of Sketches. Membership reports are once again available; however, the Scoreboard information is not yet up-to-date (still showing information from June 30, 2008). Below is a Northeast District Membership Report utilizing information from International's web site. Once the Scoreboard information is available, I will resume reporting the Northeast District Scoreboard.

Northeast District Membership Report Reporting Period June 30, 2009 – August 31, 2009

Division	Number of Members (includes Members At-Large)		Net Gain (loss)
	6/30/09	8/30/09	
New Jersey	889	864	(25)
Greater New England Division	817	791	(26)
Pennsylvania	601	582	(19)
New York State	547	533	(14)
Northeast District totals	3,342	3,249	(93)

Harrisburg Chapter News

CPS/CAP Committee

The Harrisburg Chapter CPS/CAP Committee held a detailed orientation program on September 10TH and classes began on September 17TH For the 2010 exams! It is not too late to sign up. Contact Wendy Snavely CAP at wsnavelly@hersheypa.com or Kelly Ferrara CAP at kferrara@hersheypa.com, Committee Co-Chairs, for more information.

Executive Night Committee

The Committee is hard at work putting the finishing touches on what promises to be a very entertaining Executive Night celebration. Razzmatazz, a comedic barbershop quartet, has been secured as entertainment for the evening, so don't miss the fun. Bring your executive and share a great evening. Reservation form is attached on Page 16. Jan Lang CPS/CAP, Maggie Ruff CPS and Stacy Shugar CPS/CAP, Committee Tri-Chairs

Membership Committee

The Membership Committee is pleased to welcome four new members: Meagan Bair, Heather Eagleson and Melissa Morris, all employees of Hershey Entertainment & Resorts and Debra Klock CPS of Milton Hershey School. Dawn Hall CAP, Committee Chair

C o m m i t t e e H a p p e n i n g s

Professional Development Committee

We all know times are tight and many employers are cutting back and sometimes that means fewer funds for educational opportunities. IAAP may be able to help. Check out our [web page](#) to see if you qualify for Professional Development funds or contact [Deb Feinberg CAP](#) for more information.

Deb Feinberg CAP, Committee Chair

Retirement Trust Foundation Committee

The Committee's fundraising this year will include the monthly tax purses at Membership meetings and also a couple of raffle baskets during the year. In addition, be on the lookout for the annual Holiday cards.

Kathie Hook CPS/CAP, Committee Chair

Ways & Means Committee

The Committee will have a Tastefully Simple Gourmet Food basket raffle at the September Membership meeting as well as the usual 50/50 raffle. The Committee is planning a baking basket for the November meeting and is looking for donations. Please contact [Traci Fulton CPS](#) or [Abbey Coburn CPS](#) if you have donations. Traci Fulton CPS & Abbey Coburn CPS, Committee Co-Chairs

Member Information

THE STRUCTURE OF IAAP—FROM THE BOTTOM UP

SUBMITTED BY DAWN HALL CAP – MEMBERSHIP CHAIR

Chapters

Chapters are created through each state and consist of a board and members. The board is usually four to five members, which include a president, president-elect, vice president, treasurer and secretary. Some chapters do not have president-elects, but their vice president moves into the role of president. You must have a president and treasurer for a chapter to exist.

Then the members make up the committee chairs and members. The committee chairs are part of the board and attend board meetings. Any member may attend a board meeting—you just can't vote at that meeting like you can a membership meeting.

Most chapters meet monthly for educational and networking opportunities. All chapters need the members to be involved to succeed.

Councils

Each chapter is a member of a council. A council is a group of chapters in a general area throughout the state. PA has five councils and they are Western A, Western B, Southeast Council, South Central and Northeast Council.

Each fall the council has a meeting for networking, updates on the association and an educational program. The meeting is hosted by a chapter in the council, which is rotated each year for a new chapter to host. The division officer for the council is responsible for the content of the meeting.

Division

The Pennsylvania Division is made up of the 19 chapters throughout the state. The Division has a board of five officers consisting of the President, President-Elect, Vice President, Secretary and Treasurer. The board assists all chapters in the state with issues, educational opportunities and communications from IAAP headquarters. The officers are responsible to visit chapters in their assigned areas during each chapter year and to conduct their council meetings. They are responsible for the content at the Division Annual Meeting as well.

Every May the Division Annual Meeting is held; and is a time of conducting the business of the Division such as electing officers, updating bylaws as well as some educational and networking opportunities. The meeting is hosted by a chapter or group of chapters in the area in which the meeting is being held. It's a great weekend of education and networking and you are encouraged to attend.

Northeast District

The Association is broken into districts and there is a District Director elected for each District. PA is part of the Northeast District along with New Jersey, New York, and the Greater New England Divisions. Bermuda is part of the Greater New England Division as well.

Our current district director is Judie Yannarelli CPS/CAP of the New Jersey Division. Judie works with the Division Presidents disseminating information from IAAP headquarters and offering advice and assistance as needed or requested.

The Northeast District is one of six districts and the others are the Southeast, Southwest, Northwest, Great Lakes and Canada.

Each district director is part of the International Board of Directors who run the association. They are elected for two year terms at the Education Form and Annual Meeting (EFAM) every summer.

International

The International Board is made up of five members along with the district directors. All board officers are elected by membership at the annual meeting. The current officers are:

President	Susan K. Shamali CPS/CAP
President-Elect	Mary A. Ramsay-Drow CPS/CAP
Vice President	Tamra L. Goodall CPS/CAP
Treasurer	Karlena Rannals CPS/CAP
Secretary	Janine Riemersma CPS/CAP

Member Information II

ETIQUETTE TIPS

SUBMITTED BY DAWN HALL CAP – MEMBERSHIP CHAIR

In this time of technology, we forget the simple, every day courtesies we should show each other. The following is a list of business and personal etiquette tips you might find useful.

Each month a new tip will be added.

NAME TAGS:

Wear name tags on the right so that when someone is shaking your hand, they can see your name tag. It helps them remember your name.

Name Badges



NEED A NAME BADGE?

New or updated?

You can now order one by visiting the Recognition Specialties website at:

http://nicebadge.com/cart/qi-iaap-harrisburg-chapter-c-2_234_1955.html

You can order and pay on-line, and the badge will be shipped directly to you.

Roster Updates

If any of the following information has changed for you within the past year, then you need to complete a **Roster Update Form**.

- Name
- Home or Work Address
- Home or Work Phone
- Home or Work Email
- Fax
- Employer
- Position Title
- Executive
- Home or Work Preference for Phone, Email
- Committee Participation (Chapter/Div./Int.)

If you are a new or newer member and have not completed a **Roster Update Form**, please complete one so that we can ensure that we have accurate information. Please contact [Dawn Hall CAP](#) for this form.

Harrisburg Chapter Contacts

**Annette Newcomb CPS,
President**

309 Short Street
Harrisburg, PA 17112

h: 717.566.0385

w: 717.534.8941

w: anewcomb@hersheypa.com

**Deb S. Feinberg CAP,
President-Elect**

19 Cherish Drive
Camp Hill, PA 17011

h: 717.737.3504

c: 717.265.4573

h: deb.s.feinberg@gmail.com

2009-2010 International Education Forum & Annual Meeting

Delegates Report

The Administrative Edge was the theme for the 64th annual IAAP International Education Forum and Annual Meeting held in Minneapolis, MN at the Minneapolis Convention Center July 26-29, 2009.

Of the 1,284 attendees at this year's convention, 34 were PA Division members and 9 were from the Harrisburg Chapter! We represented our chapter proudly and had a good time as well.

The Opening Business Session kicked off on Sunday morning with the Parade of Nations. Our very own Harrisburg Chapter Member and Parliamentarian, Maggie Ruff CPS, had the honorable distinction of being selected to carry the flag of Malaysia. After the committee reports, the candidates were introduced and nine candidates were nominated from the floor, and each were given an opportunity to speak for two minutes.

International President Barbara Horton gave her address, the Avery Awards were announced and we were all invited to the Evening of Welcome.

District Caucuses were held Sunday afternoon. International Northeast Director, Judith Yannarelli CPS/CAP, conducted our caucus. This event focused on the candidates for International office, the proposed bylaws amendments under discussion, and the 2008-2009 Chapter of Excellence Awards were handed out. Thanks to our immediate Past President, Juanita Mort CAP, the Harrisburg Chapter was awarded with a banner of which we accepted on her behalf.

After the District Caucus, all delegates and alternates were invited to attend the Candidate Meet & Greet – this is an opportunity to give all voting members more opportunity to speak with the candidates.

After the caucus we had our official division picture taken and then went to dinner and enjoyed some local food. After a great meal it was time to head back to the Convention Center for the Evening of Welcome! The theme was the Minnesota State Fair, sponsored by Avery and Hallmark. The fun started when you entered and were given a beautiful gift bag from Hallmark, loaded with snacks for after the party! The DJ was spinning upbeat dance music and there was lots of dancing while attendees enjoyed cotton candy, ice cream, popcorn, tattoos and midway games!

Voting polls opened on Monday and that, along with the Office Expo, and the continuation of the business session kept us busy. Tuesday's keynote speaker, Warren Evans CSP, HoF, talked about the future: Take it or Make it! Warren is a very energetic and motivational speaker. He gave us a glimpse of what's going on in the world of business and what it means. In order for anyone to stay effective, in any job, they need to understand the major trends impacting their organizations. We live in a fast, ever-changing global environment and there are challenges, but also opportunities to those who see the big picture and understand what is happening. This is particularly true for administrative professionals, according to Warren.

Executive Director Don Bretthauer CAE presented his report on the State of the Profession and we listened to a panel discussion headed up by Rob Hosking, Executive Director, Office Team, corporate leaders and our International President as they shared their thoughts about the key trends impacting administrative professionals and how the economy is affecting this essential role.

The business session reconvened and for a first time attendee and delegate, this portion was exhausting, intense and totally exhilarating! The biggest item on the agenda was the increase of annual dues – lots of passionate discussion on both sides – all compelling arguments – it was an honor to be present during this process! The business session was supposed to end at 5:30, but because of the lengthy discussions, we went into ‘overtime,’ and we let out at 6:40 p.m.

The following Bylaw amendments were made at Convention:

Results of the delegate voting at Convention for the 2009 proposed amendments to the international bylaws and standing rules were:

Proposed Bylaws Amendment 1 on new membership dues was amended and passed as amended. The amended amounts for members residing in the United States and Canada are: professional \$83, professional-merited \$47, student \$50, associate \$180. The amounts for each category for members outside the United States and Canada are \$20 higher.

Proposed Bylaws Amendment 2 on a \$15 processing fee for all new members passed.

Proposed Bylaws Amendment 3 on raising annual affiliate fees from \$130 to \$155 passed.

Proposed Bylaws Amendment 4 on payment of renewal of membership dues within 30 days after renewal date was amended and passed.

Proposed Bylaws Amendment 5 on election of district directors and eliminating some no longer needed wording passed.

Proposed Bylaws Amendment 6 on association members-at-large representation at EFAM and election of delegate and alternate passed.

Proposed Bylaws Amendment 7 on changing the words “annual convention” to “annual meeting” passed. This ties in with the name change to International Education Forum and Annual Meeting.

Proposed Bylaws Amendment 8 on adding a new membership classification of institutional group failed.

Standing Rules Amendment 1 on changing the words “annual convention” to “annual Meeting” passed.

My official duty at the convention was to cast votes for our chapter. On Tuesday morning, the results of the election were announced.

Our 2009-2010 International Officers:

President, Susan Shamali CPS/CAP

President Elect, Mary Ramsay-Drow CPS/CAP

Vice President, Tamra Goodall CPS/CAP

Treasurer, Karlana Rannals CPS/CAP

Secretary, Janine Riemersma CPS/CAP

Director, Great Lakes District Wendy Melby CPS/CAP
Director, Southeast District Virginia Boyd CPS/CAP
Director, Northeast District Judie Yannarelli CPS/CAP
Director, Northwest District Valerie S. King CPS/CAP
Director, Southwest District Antoinette Smith CPS/CAP
Director, Canada District Sharron Buttler CPS/CAP
Director, Affiliate Jennifer Hinkson CMP

The following future EFAM dates were announced:

2010 – July 18 – 21 in Boston, MA
2011 – July 24 – 27 in Montreal, Canada
2012 – July 22 – 25 in Grapevine, TX

2013 – July 28-31 in Anaheim, CA
2014 – July 27 – 30 in Milwaukee, WI
2015 – July 26 – 29 in Louisville, KY



Highlights of outgoing International President Barb Horton's report:

- * 2008-2009's theme was *Excellence in Action*.
- * We redefined the mission and value statements. Our new statement is:
Enhancing the success of career-minded administrative professionals by providing opportunities for growth through education, community building and leadership development.
- * We revised IAAP's core values. They are: Integrity, Respect, Adaptability, Communication, and Commitment.
- * We have a new website, web community and new technology platform to enable success.
- * Our new recognition program, Pathways to Excellence creates a consistent level of measurement across each level of the IAAP organization.

Highlights of incoming President Susan Shamali's report:

Susan's theme is *Power of Commitment*. The beginning of her speech is below.

“Jack Welch, former Chairman and CEO of General Electric said, “A leader's job is to look into the future and see the organization not as it is, but as it should be.”



Visualize with me for a moment. We are members of a globally recognized professional administrative association. Other organizations in the same career field, from around the world, look to us for setting the standards of the profession, blazing the trail in administrative excellence, education and certification. Its focus is on the career-minded administrative professional. Fortune 500 companies require membership in, and involvement in, this association.

Do you see it? IAAP is recognized by corporations internationally. IAAP is the acknowledge organization for setting the standards for career-minded administrative professional around the world. Our membership base is a half million and growing. Sponsors are flocking to IAAP to get on board because of its diverse member buying power.

How do we achieve this vision? Quite simply, we walk our talk. We come together as one voice...26,600 members strong...with the **same message**...the **same brand**...the **same theme**...the **same mission**. Our message is consistently the **same** even though the delivery of it may change within the different regions that IAAP represents. Are you ready to join with me your Power of Commitment for the 2009-2010 year?"

The above speeches were given at our Final Night Banquet on Wednesday evening. Past President, Kathie Hook CPS/CAP and myself were invited by Northeast District Director, Judith Yannarelli CPS/CAP, to sit at a table she sponsored for Second Harvest. Through the generosity of those attending EFAM, a total of \$5,800 was donated to the organization called Second Harvest. It is the Upper Midwest's largest hunger-relief organization.

All in all, it was a wonderful opportunity for this first-timer. I really enjoyed the festivities, the meetings, the leadership sessions, the networking, the food, and especially the bonding I did with the Harrisburg Chapter members who attended with me!



Thank you for allowing me the privilege of representing our chapter at this event!

Respectfully submitted by,

Annette Newcomb CPS

Education Forum & Annual Meeting (EFAM) 2009
Minneapolis, Minnesota

Alternate's Report

On July 25 – 30, 2009, I attended the IAAP Education Forum & Annual Meeting (EFAM) in Minneapolis, Minnesota as Alternate for the Harrisburg Chapter. I'd like to begin by thanking the members of the Harrisburg Chapter for entrusting me with this important role. I had a ball.

I arrived at the Convention Center in Minneapolis on Saturday afternoon and was warmly greeted by several Harrisburg Chapter members which was wonderful as I had never attended International. Annette (also a first time attendee) arrived at almost exactly the same time and the "seasoned" members took the time to patiently walk us through the registration process (not really hard in theory but there are a lot of tickets to events that you have to make sure are right, etc.). After registering for the conference, I walked over to my hotel (just a block or two) and registered there, took a quick shower to wash off the "trail dust" and scooted back over to the convention center for the First-Timers Orientation.

The orientation was about 45 minutes long and was filled with important information about the structure and introduction of the International Board and the layout of the convention center. Annette and I were also fortunate to sit right behind and talk to International Secretary (now International Vice President) Janine Riemersma CPS/CAP which was a treat. She was friendly and funny.

Sunday morning started bright and early (8:00 a.m.) with a Parliamentarian meeting with Delegates (which as an alternate I was required to attend just in case Annette could not fulfill her duties during the week) and then the Opening Business Session began at 9:00 a.m. The Opening Ceremonies were filled with pageantry and a little lightness. First there was the Parade of Nations in which our own Maggie Ruff CPS proudly carried the flag of a country who could not be in attendance – we were all really proud of her. Then the International Board be-bopped down the main aisle to the tune of "Let's Get it Started In Here" – it was a great way to start the weekend. During the business session the candidates for International office for the coming year were introduced and spoke, the International President gave her Address and Avery Awards were distributed.

Sunday afternoon was filled with many things to do. I attended the Office Expo which had lots of vendors giving out goodies; the Northeast District Caucus Meeting which allowed me to get a better understanding of the bigger picture of our organization, a candidate meet and greet where we got to talk one-on-one with the candidates for International office – when we got to International Secretary Riemersma there were several people around her so we didn't wait to talk to her but as we were leaving I caught her eye and she winked at me and gave a little wave – she remembered me from the Orientation which I thought was neat.

Sunday evening was the Evening of Welcome and we were treated to a smaller version of the Minnesota State Fair. There were lots of things to do – temporary tattoos, feats of strength, things like that – and great music spun by a DJ. Everyone was on the floor dancing and having fun.

Monday morning was reserved for Delegate voting and the office expo was open again. Being an alternate I didn't get to vote (something I did not realize until attending – only one Delegate from each Chapter/Division gets to vote for officers) so I went back to the Office Expo. Monday was also the

Leadership luncheon (which costs extra to attend outside of the registration fee but I felt was totally worth it) and the speaker was Steven Iwerson who gave a presentation entitled "Let's Make a Deal: A Different Kind of Motivation." Mr. Iwerson talked about three main topics:

- Attitude – how attitude is the pivot point that makes us or breaks us and how it determines our direction. He talked about how we choose our attitude and therefore our direction.
- Innovation – what would happen if we dismissed every idea that went beyond our understanding? All kinds of inventions would have gone nowhere. He also said that you'll know if an idea is right and may work for you if it energizes you.
- Influence – which he said is the most profound and significant – you have the ability to influence others with your words and actions.

If you attend a future EFAM and are undecided about spending the extra money to attend the Leadership Luncheon, I'd recommend spending the money. True, every speaker may not be as good as Mr. Iwerson, but why not take that chance.

Monday afternoon began with another Parliamentary Briefing at 2:45 and then the Business Session reconvened at 3:00 p.m. This is the session where the By-Law changes were going to be discussed and voted on (specifically the dues increase). The room was full of energy and anticipation and, although I'm sure being in Annette's seat would have been much different, I was excited and fascinated by the process. The meeting was conducted with professionalism and proper decorum and ended up being the longest business session in IAAP convention history and all during that time the members were respectful and interested and it was just thrilling to witness. After the By-laws amendments' voting was finished, the vote counts were announced and the 2009-2010 International Board and 2009-2010 Retirement Trust Foundation Trustees were introduced - we ended for the evening at 6:45 p.m.

Monday evening was the Pennsylvania Division dinner and we met at McCormick & Schmick's restaurant just a short walk from our hotels. It was nice to see and meet people from all over Pennsylvania – some of whom I met at the PA Division meeting in King of Prussia but some I had not met. It was a fun night.

Tuesday morning the business session reconvened at 9:00 a.m. with the Keynote Speaker Warren Evans who spoke on "The Future: Take it or Make it" which was followed by a panel discussion on Administrative Excellence in Today's Economy. Tuesday afternoon and Wednesday were set aside for educational workshops and I attended Surviving Office 2007 with Ginny and Annette from Triad Consulting – always a great workshop no matter what they are talking about. I attended How to Write a Great Newsletter which was a little disappointing. As Sketches Editor I had hoped to get some pointers but that did not really happen, oh well. On Wednesday I attended Become a Virtual Assistant which was very informative. I also attended IAAP WebCommunity which was disappointing in that I thought we would be getting more direct information but it was really just a broad overview of the new community. I also attended Go Green with Avery which talked about products that Avery is developing to help with recycling in the office.

Tuesday evening was the Evening of Entertainment and it was amazing. It was a cirque du soleil theme and it featured feats of strength, acrobatics and comedy – it was really amazing. Wednesday evening was the Final Night Banquet and we all got dressed up in our frilly things and enjoyed a nice evening.

Thursday morning was the Leadership Workshop "From Competent to Confident: The Art of Being Unstoppable" by Wilny Audain. Unfortunately I was unable to stay through the entire presentation due

to flight schedules (and I ended up waiting in the airport anyway) but what I heard of Mr. Audain was interesting and informative.

I left Minneapolis on Thursday afternoon energized and excited about our profession and about our organization. I'm sorry that this was my first convention – I wish I had started going years ago and I look forward to many more EFAM attendances.

Thank you again, Harrisburg Chapter Members, for entrusting me with the important role of Alternate to the 2009 EFAM. I'd also like to thank the members of the Harrisburg Chapter who attended EFAM this year and took me and Annette under their wings – Jan Lang, CPS/CAP, Maggie Ruff, CPS, Sandy Mundy, Melissa Wandell CAP, Dawn Hall CAP, Kathie Hook CPS/CAP and Cathie Hoke CPS/CAP – you are all seasoned convention attendees and without your guidance and direction I'm sure it would have been a much different experience and not nearly as much fun. Thank you.

I encourage those of you who may be on the fence about attending a future EFAM to seriously consider going next year – it isn't even that far away for travel purposes – Boston, Massachusetts, July 18-21, 2010 – we can carpool. I can't wait.

Respectfully submitted,

Debra S. Feinberg CAP



60th Annual Executive Night

Monday, October 19, 2009

Spring Garden Reception and Convention Center



You are cordially invited to the Harrisburg Chapter's 60th Annual Executive Night celebration. Plan to bring your executive(s) for an evening of socializing and networking, and then be entertained by **Razzmatazz**, a renowned comedy barbershop quartet from Lancaster County who will have you laughing all the way home!

Schedule of Events

6:00 p.m. Registration and Reception

6:50 p.m. Introduction and Welcome

7:00 p.m. Dinner

8:00 p.m. President's Remarks

8:10 p.m. Entertainment

8:40 p.m. Closing Remarks

Menu

Choice of -

Braised Chicken Mediterranean

w/Artichoke Heart, Sundried Tomato and Ripe Olive

Petite Prime Rib

Stuffed Manicotti w/Alfredo Sauce

Petite Red Potatoes in Butter Sauce

Fresh Roasted Tomato w/Parmesan Cheese

Spring Garden Fresh Vegetable Medley

Dinner Rolls and Butter

Decadent Chocolate Cake

Beverages



Reservation Information

Cost: \$35.00 per person

Reservation Deadline: October 15, 2009

Cancellations: Cancellations are accepted until October 16, 2009

Payment: Make checks payable to: Harrisburg Chapter IAAP

and mail to Maggie Ruff CPS

430 Water Street, New Cumberland, PA 17070



Name: _____ CPS CAP CPS/CAP

Member Dinner Selection: Chicken Mediterranean Petite Prime Rib Stuffed Manicotti

Executive's Name: _____

Title & Employer: _____

Guest Dinner Selection: Chicken Mediterranean Petite Prime Rib Stuffed Manicotti

I need a receipt

Southcentral Council Meeting

Hosted by Harrisburg Chapter



International Association of
Administrative Professionals®
Pennsylvania Division

**Pulling it All Together . . . Achieving Your
Power of Commitment
&
The IAAP Web Community . . . Managing Your
Membership – One Click at a Time**

Recertification Points Pending

The purpose of this meeting is to provide members of the Southcentral Council (Conestoga, Harrisburg, Susquehanna Valley, and White Rose Chapters) with the opportunity to interact with other chapters, attend an educational workshop, receive up-to-date information on International and Division news, and share chapter best practices and ideas.

October 24, 2009

— \$25.00 —

8:30 AM
Registration

9:00 AM
Breakfast

10:00 AM—1:00 PM
Program

Four Points by Sheraton
800 East Park Drive
Harrisburg, PA
(717) 561-2800

Directions

From East

Take the Pennsylvania Turnpike Interstate 76 to Exit 247. Proceed on 283 North for 2 miles to Interstate 83 North and take Exit 48. Turn right at the end of exit onto Union Deposit Road. Turn right at the next light onto East Park Drive. The hotel is .25 miles on the right.

From North

Take Interstate 81 South to Interstate 83 South. Take Exit 48. Turn left at the end of the exit onto Union Deposit Road. Go to the second light and turn right on East Park Drive. The hotel is .25 miles on the right side.

From West

Take the Pennsylvania Turnpike (I-76 East) to Exit 247 (I-283 North) for .5 miles. Continue on I-83 North to Exit 48. Turn right at the end of exit onto Union Deposit Road. Turn right at the next light onto East Park Drive. The hotel is .25 miles on the right.

From South

Take I-83 North to Exit 48. Turn right at the end of the exit onto Union Deposit Drive. Go to the second light and turn right on East Park Drive. The hotel is located .25 miles on the right.

*Business Casual
Or
Casual Attire*

POWER
of
Commitment
Pennsylvania Division

Complete and mail this portion along with a check payable to IAAP Harrisburg Chapter:

Deb Feinberg CAP
19 Cherish Drive
Camp Hill, PA 17011
deb.s.feinberg@gmail.com

Name: _____

Chapter: _____

Reservation Deadline: October 9, 2009

“Cancellations” and “No-Shows” received after the Reservation Deadline will be charged for the cost of the meeting!